

## Adult Services Policy Council 2014 - 2015 Annual Report

In April 1999, the San Luis Obispo County Board of Supervisors established the Adult Services Policy Council (ASPC) as the countywide cooperative to improve and expand services for seniors and adults with disabilities. The ASPC was tasked with providing planning, development system design, and service integration to improve and expand services. The target populations are those seniors and adults with disabilities who utilize publicly funded health and human services. Sixteen years later, the ASPC continues on the cooperative mission that characterized its founding through a diverse membership that is responsive to the dynamic range of challenges that face seniors and adults with disabilities in our county. A full membership list is appended to this 2014-2015 Annual Report.

### **DEMOGRAPHICS OF POPULATION SERVED:**

Seniors and adults with disabilities who utilize publicly funded health and human services have needs that span the gamut from transportation and housing, to nutrition and physical and mental health. They face the challenges associated with vulnerable populations including fiscal and physical abuse and neglect. There are currently over 60,000 citizens aged 60 and older in San Luis Obispo County. This population has increased by 29% in the last 10 years. The tables below show the projected growth of this population. It's noted that San Luis Obispo has and will continue to have a higher percentage of residents over the age of 60 than the rest of California.

#### Department of Finance Projections San Luis Obispo County Seniors 60+, 2010-2050

Projected Population	2010	2020	2030	2040	2050
<b>60-64</b>	17,090	20,443	14,795	16,661	18,943
<b>65-69</b>	12,251	19,437	18,480	14,284	18,157
<b>70-74</b>	9,681	16,321	19,331	14,727	16,595
<b>75-79</b>	8,182	10,771	16,683	16,305	13,250
<b>80-84</b>	6,557	7,018	11,914	14,565	11,745
<b>85+</b>	6,520	7,713	10,504	18,020	23,326
<b>Seniors, 60-85+</b>	60,281	81,703	91,707	94,562	102,016
<b>TOTAL</b>	269,734	293,540	316,613	338,760	364,748
<b>% of Total</b>	22%	28%	29%	28%	28%

Department of Finance Projections California Seniors 60+, 2010-2050					
Projected Population	2010	2020	2030	2040	2050
<b>Seniors, 60-85+</b>	6,361,278	8,923,493	11,482,049	12,915,180	14,636,897
<b>TOTAL</b>	39,135,676	44,135,923	49,240,891	54,266,115	59,507,876
<b>% of Total</b>	16%	20%	23%	24%	25%

The 2010 Census revealed that 13,180 San Luis Obispo County residents between the ages of 18 and 64 have a disability. If their disability has not been verified by Social Security, they are not eligible to receive social service benefits utilized by our senior population, such as Medicare. In addition, it is expected that younger people living with significant disabilities will need a system of support for many years to come.

### **SUPPORT OF COMMUNITY PARTNERS**

**May Proclamation:** The San Luis Obispo County Board of Supervisors passed a resolution prepared by ASPC proclaiming May, 2015 to be Older Americans Month in San Luis Obispo. ASPC representatives attended the reading of the resolution and provided additional information for the benefit of the Board and the public.

**Presentations** by many in the membership served to educate those in attendance about the particular agencies and the contributions they make to the overall health and vitality of seniors and adults with disabilities in our County. Suggestions regarding information to be presented is regularly solicited from membership.

**Regular e-mail updates** on available resources and budgetary concerns have aided agencies to plan and strategize around the provision of services in the upcoming year in a way they would not have been able to otherwise accomplish. Email updates and posting of synopses online ensure that agencies and individuals who are unable to attend meetings remain informed about ASPC's activities and concerns.

**Ongoing participation and support** of many of the local, State and Federal legislators who express an awareness of the needs and services that are represented by this collaborative, including the San Luis Obispo County Board of Supervisors.

### **ASPC Collaborations**

The ASPC remains an effective clearinghouse of ever changing information. At each ASPC meeting a major part of each agenda is dedicated to discussion of the activities and updates of individual member organizations. Specifically, at the outset of each meeting time is devoted to introductions and announcements of new developments for the population, agency or program changes that affect other agencies or programs. This transfer of information between members assures that throughout the County duplication of efforts to serve seniors and adults with disabilities is minimized.

Presentations on specific topics of interest are made at the monthly meetings.

Speakers and topics presented to ASPC members this last year included:

Month	Presentation	# of Attendees
July 2014	No meeting.	—
August 2014	Officer Laura Browning - Silver Alerts & Age Well, Drive Smart	21
September 2014	- Joyce Pardue, SLO City Fire Department; - Suzan Ehdaie, SLO County Housing & Economic Development Department; - Betsy Umhofer, Lois Capps Office	20
October 2014	Buff Lawson (HICAP) Medicare Updates	22
November 2014	Jeff Brubaker, Transportation Planner, SLO Council of Governments	15
December 2014	- Theresa Scott & Krista Vega - CenCal Health; - ASPC Members brought donations for various charities and were asked to say a few words on why they chose the particular charity.	12
January 2015	- Sonya Laputz - Alzheimer's Association; - Kasey Watson - Garden House Assisted Living	22
February 2015	Jerry Rioux - SLO Housing Trust Fund	25
March 2015	John Fowler - People's Self-Help Housing	23
April 2015	Grace McIntosh - CAPSLO "Community Action Plan Survey" discussion	21
May 2015	Stephanie Barclay - SLO Legal Assistance Foundation/Senior Legal Services Project	14
June 2015	- Kat Lauterback - SLO County Adult Services & - Laurie Wylie - SLO County Adult Protective Services	17

### **ASPC ACCOMPLISHMENTS**

During FY 2014-15, members at the ASPC table continued ongoing outreach to seniors and adults with disabilities. Monthly meetings enhance communication and networking. In this last fiscal year, sharing problematic scenarios during "Member Comment" has been encouraged. More information sharing is taking place that ensures appropriate referrals to member agencies or uncovers gaps that need to be addressed.

## **Current Progress and Future Challenges**

The ASPC members helped the Executive Committee identify current progress in the region, as well as provided information on critical needs to be included in future efforts. These include:

### **POLST**

*Anyone* over the age of 18 is encouraged to complete an Advanced Health Care Directive, revisit and update it at least every 5 years or whenever a major life event occurs such as a serious or life-limiting illness. For individuals who have a serious or potentially life limiting illness also having a POLST (Physician Orders for Life-Sustaining Treatment) is advised.

The POLST is a physician order signed by both a doctor and patient that specifies the types of medical treatment a patient wishes to receive toward the end-of-life or when end-of-life decisions are necessary. POLST is a tool that encourages conversation between providers and patients about their end-of-life treatment options, and helps patients make more informed decisions and communicate their wishes clearly. As a result, POLST can prevent unwanted or medically ineffective treatment, reduce patient and family suffering, and help ensure that patient wishes are followed.

Under current law, a POLST form is not valid until it is signed by the patient or their decision-maker **and a physician**. In situations where access to a physician is limited, it is not uncommon to have several days or weeks pass between the time a patient or decision-maker completes a POLST form and the physician reviews it with the patient or decision-maker, and signs it.

During such a delay, patients may receive unwanted care or treatment because their POLST is not yet valid.

On August 17, 2015 Gov. Jerry Brown signed AB 637 authorizing nurse practitioners and physician assistants, under the direction of a physician and within their scope of practice, to sign POLST forms and make them actionable medical orders. The bill goes into effect on January 1, 2016.

On October 5, 2015 Gov. Brown also signed Senate Bill 19, establishing a pilot project to be known as the California POLST eRegistry Pilot – which would enable healthcare providers to electronically submit and access patients' POLST forms, ensuring immediate access to this critical information. This project will provide emergency medical personnel with immediate electronic access to vital medical orders to help ensure patients' wishes are recognized and honored.

Currently, a key challenge in the widely used POLST form's effectiveness is the fact that the paper document must travel with the patient and as such can easily be lost or left behind. The pilot project will be coordinated by Emergency Medical Services Authority (EMSA) with the goal of making the operation a permanent, statewide POLST eRegistry.

### **Shelter**

A review of past ASPC Annual Reports will show that Affordable Housing has been an ongoing, top priority of concern for our senior population. This year, after being presented information from SLO Housing Trust Fund, Housing Authority of SLO, and the SLO County Department of Planning and Building, ASPC must report that the status of affordable Senior Housing in SLO County has not improved. Funding sources for new development and for home maintenance are sorely needed. Voters approved housing bonds for 2001 and 2006 that provided \$500 million a year for affordable housing, have run out. 2012 re-development agencies which were required to allocate 20% of tax increment monies in redevelopment districts to affordable housing have been eliminated (Tribune Perspective, 8-12-13). SLO County is the 8<sup>th</sup> least affordable housing market out of 224 markets in the U.S. (Housing Opportunity Index (2013). Seniors and the workforce that supports them are highly impacted by this fact. 50.8% of SLO County homeowners and 61.3% of renters need >30% of income for housing. Higher rents

impact the amount of Housing Authority monies for subsidies not to mention a 3000 person waiting list. There are few options for seniors to find less expensive lodging or affordable assisted living facilities in our County. ASPC supports future Housing Element planning solutions to address these issues, such as allowance for more residential land use, multi-generational developments and condominium conversion and programs for maintaining existing affordable senior housing.

Peoples' Self-Help Housing (PSHH) celebrated its 45<sup>th</sup> anniversary this year! Since 1970, PSHH has been dedicated to creating and managing quality affordable housing on California's Central Coast for low income families, veterans, the disabled, and seniors. With seven senior sites, as well as older adults housed at other properties, PSHH provides homes to 324 seniors ages 60 and over. The Supportive Housing Program is dedicated to helping residents remain stable in housing and age in place through clinical case management services that include linkage to community resources, counseling, crisis intervention, homelessness prevention, education, advocacy, and benefits assistance. PSHH collaborates with the Veterans Administration to prioritize housing homeless veterans, and so far efforts have been successful with over 30 homeless veterans moving into PSHH properties, several of them seniors. With many more projects in the works, PSHH is excited to keep looking forward and continuing to serve our community.

### **Healthcare Services**

SLO County seniors and adults with disabilities are fortunate to have CenCal Health striving to improve their health and well-being by providing access to high quality health services, education and outreach services. CenCal Health serves one in five people in San Luis Obispo County. Their focus is to improve the quality of life for senior and adult members who make up a large portion of their membership of 55,084. Roughly 58% of the members are adults and seniors, with 6% of those representing the senior population in San Luis Obispo County.

Keeping seniors out of costly skilled nursing facilities, when appropriate, is good for everyone. Members who need additional assistance are supported by providing adult daycare centers and in-home care through our community provider partners, while also providing family members and caregivers a respite. CenCal Health partners with companies to aid in transportation for seniors who are not able to transport themselves so they are able to receive medical services. CenCal Health's Case Management (CM) services are provided by registered nurses, social workers, and transitional care coordinators. Our Case Management Services help members who have complex medical or behavioral health conditions; have high psychosocial risk factors, and/or need assistance navigating through the health care system and continuum of care. Upon referral, a CenCal CM will screen for appropriateness and triage for the urgency of initiating services. If the member accepts Case Management, the CM will formulate a Plan of Care and inform the member's Primary Care Physician. If the member declines Case Management, the CM will notify the referral source.

The success in serving seniors and adults in SLO County is a direct reflection on the efforts of the local health providers. Every partnership is essential. Together, we share the goal of improving the health and well-being of the people of the Central Coast.

CenCal Health works with community partners to reduce hospital readmissions and emergency room visits through the Hospital Readmissions Initiative and the Medi-Cal Access Coordination and Expansion (ACE) Initiative. CenCal also creates patient centered medical homes (whole person care); implements pharmacy programs and drug discount programs; encourages cooperation and efficient financial practices; promotes use of local hospital; supports the conversion to electronic health records to increase effective communication between providers; and actively supports and participates in a regional Health Information Exchange (HIE).

Community Health Centers (CHC) works diligently to keep medical, dental and mental health services accessible to as many clients as possible. CHC now offers door-to-door transportation to those who have no other way of accessing their medical services. The most significant positive impact on healthcare, despite its many difficulties, was the roll out of the Affordable Care Act in 2014. The law strengthens Medicare and provides access to preventive services and prescription drug discounts for seniors. The law also provides greater choices and enhanced protections for people with disabilities, as well as new options for long-term supports and services.

The most significant change for Medicare-eligible seniors is reduced costs (and/or cost-sharing) to Medicare Part D - the prescription drug coverage. Currently, under ACA, Part D plans must offer medication therapy management (MTM) to enrollees with multiple chronic conditions for whom drug spending is above a specified threshold (\$3,144 for 2013). Other changes include elimination of co-payments for preventive services and coverage for annual wellness visits that include a health risk assessment and health advice, as well as referrals to appropriate health education or preventive counseling services.

The difficulty in sorting out Medicare and supplemental insurance programs and procedures is a major concern for seniors. This leads to a high level of stress when they can least afford it. Fortunately, the Health Insurance Counseling and Advocacy Program (HICAP) is a great education resource for San Luis Obispo County seniors and adults with disabilities.

Our senior population is projected to increase markedly over the next 10 years. It is for this reason that we must improve and increase seniors understanding of Medicare and supplemental insurances available to them and how they are designed to complement one another.

#### **In-Home Supportive Services (IHSS) Program**

Effective 7/1/14, the Reduction in Authorized Hours decreased from 8% to 7%. This gave IHSS recipients a small increase (1%) in the number of authorized hours that they receive each month.

Overtime pay, Travel Time pay and limitations to the number of hours a provider can work in a week (called work week limits) for IHSS Providers was not implemented due to a 12/14 federal court decision.

Effective 7/1/15, the 7% reduction was eliminated and there is no longer a reduction in Authorized Hours for IHSS recipients.

#### **Food**

ASPC continues to be concerned with food insecurity for seniors and disabled adults in San Luis Obispo County. The availability of healthy, nutritious food is critical to the wellbeing of all humans; no one should have to choose between buying food or healthcare services. ASPC encourages the Board to support the efforts of food distribution agencies.

Senior Nutrition Program provides meals to seniors 60 years and older. Meals are served at 10 dining sites for those who can get out and enjoy hot lunch in the company of other seniors. Seniors who are home bound receive hot lunches through a network of dedicated volunteers during weekdays and frozen meals on weekends and holidays. The Senior Nutrition Program volunteers, many of whom are seniors themselves, play a huge role not only by providing needed nutrition, but also daily human interaction and a watchful eye to protect seniors' safety from accident or abuse. The Senior Nutrition Program served 42,622 congregate and 98,213 home-delivered meals in FY 2014/2015.

The San Luis Obispo County Food Bank Coalition is the central resource for food insecure low-income seniors and adults with disabilities. The Food Bank provides nutritious food to more

than 225 non-profit agencies including: church pantries, recovery programs, after school programs, homeless shelters, soup kitchens and more. The Food Bank will distribute 6.5 million pounds of food in 2015, 48% of which is fresh produce. Approximately 15% of the people served by the Food Bank Coalition are seniors (60+ years old). To better meet their needs, Senior Farmer's Markets were created, taking fresh produce to an additional 74 affordable senior housing locations. The Food Bank also delivers to home-bound seniors who are able to prepare their own meals. There is an anticipated growth in services and volunteer needs as the number of seniors in the county continues to rise. The Food Bank is fortunate to be an outlet for seniors to contribute to volunteer in our community, as well.

### **Transportation**

The ASPC has focused on improving social service transportation for people with disabilities and seniors. The Council helped support SLOCOG's successful application for continued Mobility Management Program through a letter of support. Throughout the year, the Council has provided an avenue for social service agencies to receive information and help from transportation providers. The Council was also very active with the Coordinated Human Services Public Transportation Plan for the San Luis Obispo area. It identified transportation needs of seniors, persons with disabilities, and individuals with low income. This document provides guidance for meeting transportation needs of these populations and prioritizes transportation investments for funding and implementation. The consultant for the plan, C.R. Peterson Consulting, LLC came twice to ASPC Meetings to relay and collect information from members. ASPC members also participated in the Mobility Management Workshop that helped drive the policy changes found in the Draft Plan. This year, Ride-On has expanded transportation service though increasing the Senior Shuttle service from select days depending on region of origin to five days a week. Ride-On, SLOCOG/Rideshare, and Ridership Development Consultant have continued to update the committee during the monthly meetings.

### **Fraud**

Seniors are at greater risk for losses due to fraud than any other segment of our population. IRS (Internal Revenue Service) fraud, false "relatives in need", added to better known frauds such as charity solicitations, foreign lotteries, home improvement, identity theft, internet fraud, investment fraud, and sweepstakes, make seniors easy prey for the con artists. Seniors, those raised in an era where they were taught that most people were trustworthy, fall victim to the unscrupulous. Also, the threat of communication from a government agency (IRS) raises the urgency to reply in most senior minds. Seniors, available during the day when the con artists do their best work, are often lonely, and happy to have someone to converse with.

Just as education is the key to understanding the intricacies of Medicare and supplemental insurance, so is it in reducing vulnerability to fraud. Giving our seniors the necessary tools to be better consumers must be a focus for the coming year.

Background checks help in preventing cruel and financial abuse of dependent adults and elders by potential caregivers who provide false information to families needing services. Changes at the County Courthouse have made it more difficult for family members who wish to conduct background checks on potential caregivers for their loved ones. Individuals and businesses wanting to conduct background checks must go to Room 200 at the SLO County Courthouse complete a form and pay \$15 for criminal background information. Having the same process for individuals as businesses has resulted in long lines. The fee is a monetary burden for many individuals.

### **Goals for 2015-2016**

1. Encourage partnerships that improve and expand services for seniors and adults with disabilities.
2. Monitor available community services for seniors and adults with disabilities through committee updates and presentations.
3. Provide an outlet for agencies working to improve the quality of life for seniors and adults with disabilities.
4. Increase membership and regular participation.
5. Stay informed on legislative changes that pertain to services for seniors and adults with disabilities.

### **Conclusion**

As the countywide cooperative to improve and expand services for seniors and adults with disabilities, the ASPC has taken advantage of the collective experience of its members to meet present challenges and provide quality, unduplicated services.

These target populations have continued to be the beneficiaries of intentional service integration occasioned by the collaborative effort of ASPC members.

Particular emphasis is encouraged for additional affordable housing and expanded day care for this target population.

The ASPC is pleased to be supportive of the Board of Supervisors and their goal of enhancing the quality of life of all San Luis Obispo County residents. The ASPC looks forward to the continued practice of shared innovation and effort to the benefit of our seniors and adults with disabilities.



## **Adult Services Policy Council Members 2014-2015**

Adult Abuse Prevention Council	Long Term Care Ombudsman Services of SLO County
AIDS Support Network & SLO Hep C Project	Mariposa Music Therapy
Alzheimer's Association	Mental Health Advisory Board
*Area Agency on Aging	North County Connection
Bates Care Management	*Peoples' Self Help Housing / Supportive Housing Program
Behavioral Health/Mental Health Services	Probation Department
California State Assembly 35th District	Ride-On Transportation
California State Senate 17 <sup>th</sup> District	San Luis Coastal Adult School
*CenCal Health	Senior Legal Services Project
Coast Caregiver Resource Center	Senior Living Consultants
Community Action Partnership of SLO County (CAPSLO)	*Senior Nutrition Program
*Community Health Centers of the Central Coast (CHC)	*Senior Volunteer Services (RSVP/CCCV)
County Medical Services Program	Sheriff's Office
*Department of Social Services/Adult Services	Sierra Vista Regional Medical Center
District Attorney- Victim/Witness Assistance	SLO County Board of Supervisors
Drug & Alcohol Advisory Board	*SLO County Commission on Aging
*Food Bank Coalition of SLO County	*SLO Regional Rideshare
*French Hospital Medical Center/A Dignity Health Member	SLO Supportive Housing Consortium
*Health Agency / Health Care Services Division	Transitional Food & Shelter
Health Agency/Health Promotion Division	*Transitions-Mental Health Association
*Health Commission	Tri-Counties Regional Center
Home Instead Senior Care	United Cerebral Palsy of SLO County
*Hospice of San Luis Obispo County	United Way of San Luis Obispo County
Independent Living Resource Center	Wilshire Community Services

\*Contributors to 2014-2015 Annual Report